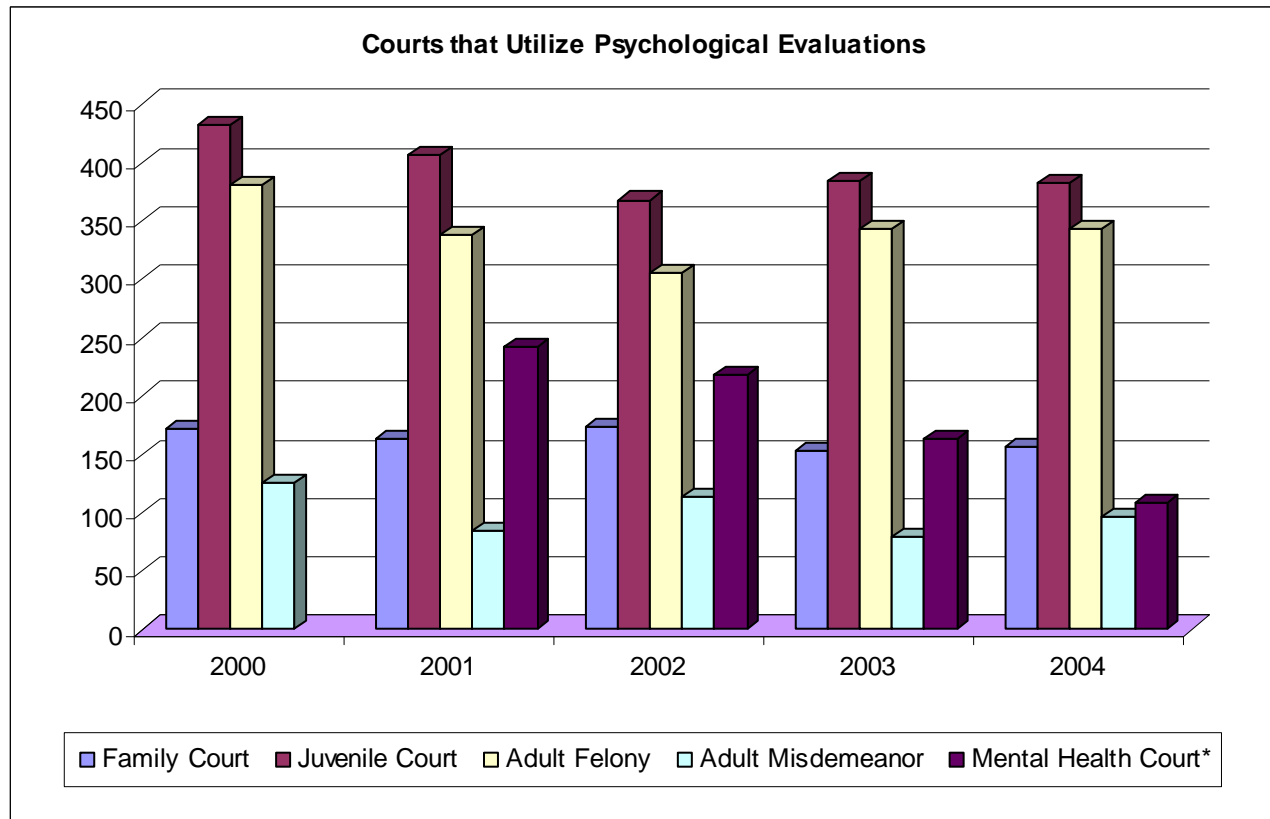


**Performance Measures  
Fourth Judicial District  
Psychological Services**



## Background Information on Psychological Services

### ♦ Courts that utilize Psychological Services



\* Mental Health Court usage unavailable in 2000

Psychological Services is a unit of Forensic Psychologists and Psychometrists (those who administer the different types of exams). This unit provides court ordered psychological exams for different areas of the court as listed above. Each year Psychological Services handle close to 1,200 court ordered examinations.

## Performance Measures Fourth Judicial District

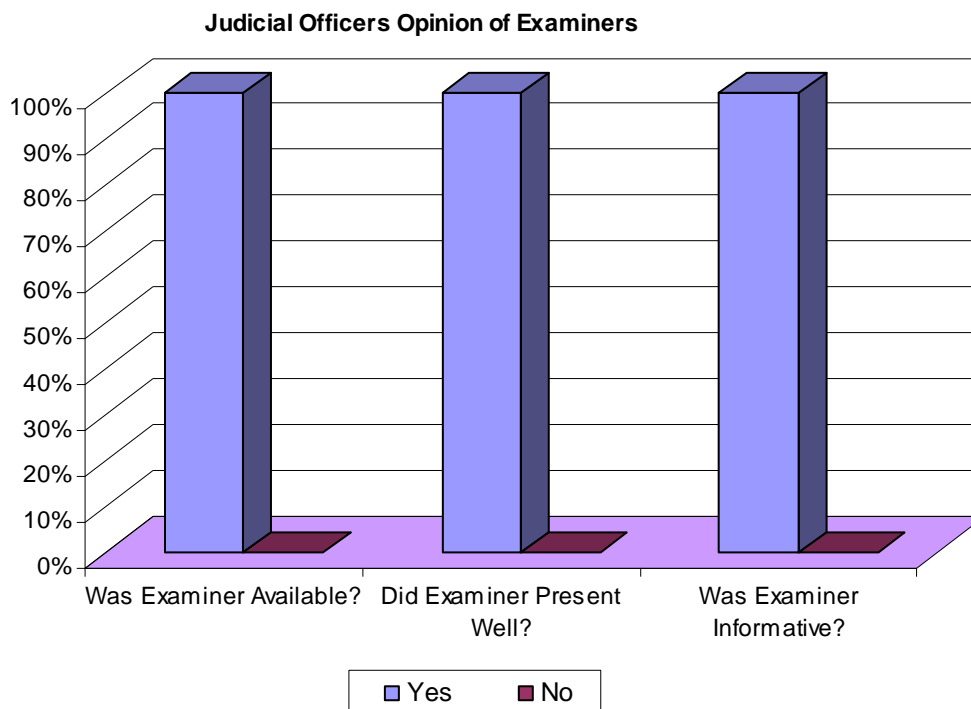
### Customer- *Provide fair & equal treatment, Access to justice*

- ◆ Are Judicial Officers satisfied with the work of Psychological Services?
- ◆ Are Judicial Officers satisfied with the examiners testimony and consultations?
- ◆ What are the overall opinions of the examiners?
- ◆ What percent of court costs in each division are for Psychological Services?

Are Judicial Officers satisfied with:	Average Rating
The work of Psychological Services	8.11
Examiners testimony	8.00
Examiners consultation	8.45

Average rating based on satisfaction scale of 1 to 9 where 1 is very unsatisfied and 9 is very satisfied.

- ◆ What are the Judicial Officers opinions of the examiners?

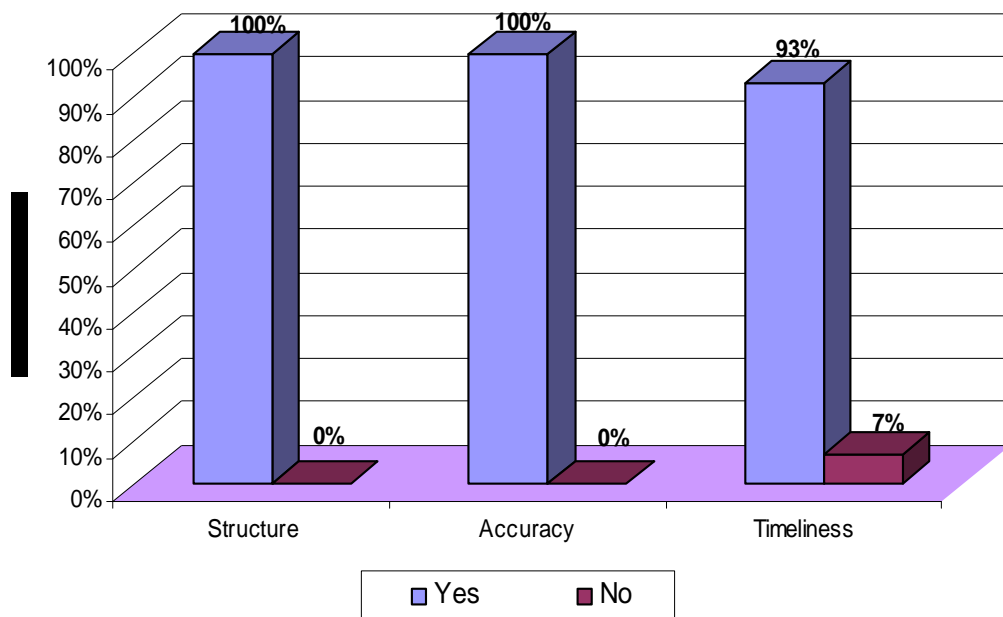


## Performance Measures Fourth Judicial District

### Process - Fair & timely case processing, Effective & efficient case processing

- ◆ Are Psychological Services reports completed accurately and in a timely manner?
- ◆ What are the Judicial Officers overall opinion of report quality?

Judicial Officers Satisfaction with Psychological Services Reports



**Structure**- Were the reports well written?

**Accuracy**- Did the reports address the relevant legal question?

**Timeliness**- Were the reports provided on time?

**Judicial Officers overall average opinion of report quality**  
(based on 1 to 9 scale, where 1 is low quality and 9 is high quality):  
**8.0**